

Amendments to the Claims

1-21. (Canceled)

22. (Currently amended)~~The method according to claim 13,~~ A computer implemented method for providing information relating to service activity for a plurality of building sites:
_____ providing a web portal comprising a database, and storing service related information about a plurality of building sites in said database, said web portable capable of being operatively connected to one or more clients;
_____ storing service activity information for a plurality of service calls, storing for each of the plurality of calls a corresponding status of the service calls;
_____ receiving at said web portal a request for information about a status of service activity for one or more building sites from one or more clients;
_____ determining at said customer web portal a plurality of service activities that are implicated by said request; and
_____ communicating from said web portal information implicated by said request such that said information is capable of being on a client display;
_____ wherein said communicated service related information is organized by site, and includes information identifying a quantity of service calls having an open status, and information regarding a quantity of service calls having a closed status.

23. (Currently amended)~~The method according to claim 13,~~ A computer implemented method for providing information relating to service activity for a plurality of building sites:
_____ providing a web portal comprising a database, and storing service related information about a plurality of building sites in said database, said web portable capable of being operatively connected to one or more clients;
_____ storing service activity information for a plurality of service calls, storing for each of the plurality of calls a corresponding status of the service calls;
_____ receiving at said web portal a request for information about a status of service activity for one or more building sites from one or more clients;

_____ determining at said customer web portal a plurality of service activities that are implicated by said request; and
_____ communicating from said web portal information implicated by said request such that said information is capable of being on a client display;
_____ wherein said communicated service related information is organized by system, and includes information identifying a quantity of service calls for each of a plurality of systems.

24.-33. (Canceled)

34. (Currently Amended) A system for providing information relating to service activity for a plurality of building sites comprising:

_____ a web portal comprising a database for storing service activity for a plurality of building sites, said web portal capable of being connected to a plurality of clients and for receiving at said web portal a request for information about a status of service activity for one or more building sites from one or more clients;

_____ said web portal capable of determining a plurality of service activities that are implicated by said request, said web portal capable of communicating said service activity information implicated by said request such that said service activity information is capable of being displayed on a client display, said communicated service activity information including information identifying a quantity of service calls having an open status, and information regarding a quantity of service calls having a closed status; and

~~The system according to claim 25,~~ wherein said service related information communicated by said web portal is organized by site.

35.-42. (Canceled)

43. (New) The method according to claim 22, further comprising receiving a request from a client to display further information about an individual service activity, and communicating said further information such that said information is capable of being displayed on a client display.

44. (New) The method according to claim 22, wherein said service activity information further comprises information relating to the type of service activity being provided.
45. (New) The method according to claim 22, wherein said service activity information further comprises information about the type of system a service activity is being provided for.
46. (New) The method according to claim 22, wherein service activity information further comprises information about a call type of a service activity.
47. (New) The method according to claim 22, wherein service activity information further comprises information identifying a quantity of service calls having an open status for each of a plurality of sites in which service activity is being performed, and information regarding a quantity of service calls having a closed status for each of the plurality of sites.
48. (New) The method according to claim 22, further comprising receiving a request from a client to obtain further information about an individual building site and communicating said further information about an individual building site such that said information is capable of being displayed on a client display.
49. (New) The method according to claim 22, further comprising receiving a request from a client for information about an individual service order, and communicating said individual service order information such that said individual service order information is capable of being displayed on a client display.
50. (New) The method according to claim 23, further comprising receiving a request from a client to display further information about an individual service activity, and communicating said further information such that said information is capable of being displayed on a client display.

51. (New) The method according to claim 50, wherein the further information further comprises information about a call type of the individual service activity.
52. (New) The method according to claim 23, wherein service activity information further comprises information identifying a quantity of service calls having an open status for each of a plurality of sites in which service activity is being performed, and information regarding a quantity of service calls having a closed status for each of the plurality of sites.
53. (New) The method according to claim 23, further comprising receiving a request from a client to obtain further information about an individual building site and communicating said further information about an individual building site such that said information is capable of being displayed on a client display.
54. (New) The system according to claim 34, wherein said web portal is capable of receiving a request for further information about an individual service activity and is capable of communicating said further information such that said information is capable of being displayed on a client display.
55. (New) The system according to claim 34, wherein the service activity information communicating by said web portal further comprises information relating to the type of service activity being provided.